

Employee Self-Service Password and Profile Setup

- Password Hint Questions
- Forgot your Self-Service Password
- Changing your Self-Service Password
- Creating or Updating Your Self-Service Email Address
- Turning Self-Service Accessibility Features On

Important Reminders:

- Employees of Agencies that utilize the MassHR Employee Service Center (ESC) should contact the ESC with password questions by calling 1-855-4HR-SPPT (1-855-447-7778) or for TTY users: (617) 248-0546.
- Employees of Agencies that do not use ESC should contact their Agency Human Resources or Payroll Department with password related questions.

Self-Service Password Security Enhancements:

- For employees new to Self-Service, your Employee Self-Service login ID will be your Employee ID.
- Your default Employee Self-Service password is your Employee ID + the last 4 digits of your Social Security Number. When you log in to Employee Self-Service for the first time, you will be prompted to change your password and select the security questions you will be asked if you need to re-set your password.
- You will be required to change your Self-Service password every 60 calendar days.
- You will be prompted that your Self-Service password will expire at 14 days remaining of the 60 calendar day timeframe. The prompt will continue until you update your password or the 14 days have elapsed.
- You will not be able to reuse your last 5 Self-Service passwords.
- After 5 unsuccessful login attempts, you will be locked out of Self-Service.
- Employees of ESC user Agencies will be required to contact the ESC to restore Self-Service access
- Employees of Agencies that do not use the ESC will be required to contact their Agency Human Resources or Payroll Department to restore Self-Service access.

Setting Up a Password Hint Question:

Step	Action
1.	On the Self-Service login page, enter your User ID and Password in corresponding text boxes.
2.	Click on the SIGN IN button.
3.	You will be prompted with a YOUR PASSWORD HAS EXPIRED message.

4.	Select the CLICK HERE TO CHANGE YOUR PASSWORD link.
5.	You will arrive at the CHANGE PASSWORD page.
6.	Enter your CURRENT PASSWORD . As a Reminder: Your Current Password must contain a minimum of 8 characters with at least one numerical character.
7.	Enter your NEW PASSWORD .
8.	CONFIRM your password by re-entering your new password. As a reminder, you will not be able to re-use your last 5 passwords.
9.	Click on the CHANGE PASSWORD button.
10.	A PASSWORD SAVED confirmation page will display.
11.	Click OK button.
12.	You will arrive at the CHANGE OR SET UP FORGOTTEN PASSWORD HELP page.
13.	Select one of the questions below from the dropdown box next to QUESTION that you feel confident you will be able to remember. The security questions listed in Self-Service are: <i>In what city do you want to retire?</i> <i>What is the country of your ultimate vacation?</i> <i>What is your favorite food?</i> <i>What was your dream job as a child?</i> <i>What was your favorite place as a child to visit?</i> <i>Who was your favorite high school teacher?</i>
14.	Enter the answer to the question from above in the RESPONSE field.
15.	Click OK button.
16.	You will arrive at the SSTA home page from where you will be able to access your timesheet.

Forgot Your Self-Service Password:

Step	Action
1.	On the Self-Service login page, click on the FORGOT YOUR PASSWORD link.

Step	Action
2.	On the FORGOT YOUR PASSWORD PAGE , enter your user id (employee id) to find your Self-Service profile.
3.	Click on the CONTINUE button.
4.	You will be asked to enter the response to the Self-Service password hint question.
5.	Answer the Self-Service password hint question by typing the answer in the response text box.
6.	Click on the EMAIL NEW PASSWORD button to have your temporary password emailed to your Self-Service email address
7.	Use your temporary password to log in to Self-Service. You will then be directed to choose another password.

Changing Your Self-Service Password:

Step	Action
1.	Log in to Self-Service using your user ID (employee ID) and password.
2.	From the Self-Service homepage, click on the CHANGE MY PASSWORD link located in the menu box.
3.	You will arrive at the CHANGE PASSWORD page.
4.	Enter your CURRENT PASSWORD . As a Reminder: Your Current Password must contain a minimum of 8 characters with at least one numerical character.
5.	Enter your NEW PASSWORD . Reminder, you will not be able to reuse your last 5 Self-Service passwords.
6.	CONFIRM your password by re-entering your new password.

Step	Action
7.	Click on the CHANGE PASSWORD button.
8.	A PASSWORD SAVED confirmation page will display
9.	Click OK button
10.	Remember to use your new password the next time you log in to Self-Service.
11.	Click on the SIGN OUT link to log out of Self-Service.

Creating or Updating Your Self-Service Email Address:

Important Reminders:

- As an employee new to Self-Service, you will need to enter your email address into Self-Service. The email type defaults to business, but you can update the email type as necessary.
- If you choose to update your email address, you will need to check your email account frequently as you do not want to miss important time reporting messages that are generated by Self-Service or by the MassHR Employee Service Center.
- Email will be sent to the primary email account.
- If you have multiple email addresses, you may only have one email type (i.e. one personal email address or one business email address).

Step	Action
1.	Log in to Self-Service using your user ID (employee ID) and password.
2.	From the Self-Service homepage, click on the MY SYSTEM PROFILE link located in the menu box.
3.	You will arrive at the GENERAL PROFILE INFORMATION page.

Step	Action
4.	<p>TO CREATE A NEW EMAIL ADDRESS:</p> <p>Select the PRIMARY EMAIL ACCOUNT check box.</p> <p>Select your EMAIL TYPE from the drop down menu. You can choose from the following email types:</p> <p><i>Blackberry, Business, Home, Other, Work</i></p> <p>Enter your email address in the EMAIL ADDRESS text box.</p> <p>After you enter your email address, click SAVE.</p> <hr/> <p>TO UPDATE YOUR EXISTING EMAIL ADDRESS:</p> <p>Verify the PRIMARY EMAIL ACCOUNT checkbox is selected.</p> <p>Update your EMAIL TYPE from the drop down menu (if necessary).</p> <p>Update your email address by deleting your current email address in the EMAIL ADDRESS text box. After the current email address has been removed, type in your new email address in the EMAIL ADDRESS text box.</p> <p>Click SAVE.</p> <hr/> <p>TO ADD AN EMAIL ADDRESS:</p> <p>Click on the ADD A ROW (+) button.</p> <p>Determine if you want to designate the email address you wish to add as a primary email account by selecting in the PRIMARY EMAIL ACCOUNT checkbox in the new row.</p> <p>Select your EMAIL TYPE from the drop down menu. You can choose from the following email types:</p> <p><i>Blackberry, Business, Home, Other, Work</i></p> <p>Enter your email address in the EMAIL ADDRESS text box.</p> <p>Click SAVE</p>

Turning Self-Service Accessibility Features On:

Important Reminders:

- This job aid is only appropriate for users of assistive technology devices (i.e., JAWS, Dragon, etc).

Step	Action
1.	Log in to Self-Service using your user ID (employee ID) and password.
2.	From the Self-Service homepage, click on the MY PERSONALIZATIONS link located in the menu box.
3.	Click on the PERSONALIZE GENERAL OPTIONS link.
4.	You will arrive at the OPTION CATEGORY: GENERAL OPTIONS page.
5.	In the OVERRIDE VALUE column, click on the drop down menu.
6.	Choose USE ACCESSIBLE LAYOUT MODE .
7.	Click on the OK button.
9.	A SAVE CONFIRMATION page will display information you that your personalization has been saved.
10.	Click the RETURN button to return to the PERSONALIZATIONS page.
11.	Accessibility features will be activated the next time you log into Self-Service.
12.	Click on the SIGN OUT link to log out of Self-Service.